



## Wells Fargo TPA Customer Account FAQ

### **Will my ID card change, and if so, when?**

Yes, over time the ID card will change. You will receive notification in advance of any changes.

### **Will my Service Team change?**

No. The team that services your business today will continue to be your point of contact going forward.

### **Will our claims continue to be paid in Charleston, West Virginia?**

Yes.

### **Will my doctor or hospital change? Will I use the same provider networks?**

No, there are no changes to your doctors or hospitals at this time. You will continue to use the same provider networks that you use today.

### **Will my benefit plan change?**

Your benefit plan will only change if your employer has elected different benefits during a renewal that is currently underway. If your benefits plan changes, you will be notified by your employer. The change in ownership has no effect on your current plan benefits.

### **Will my Explanation of Benefits (EOB) look different? Will I receive them on the same frequency?**

There are no changes at this time. Early next year, HealthSmart's logo will appear on EOBs. You will continue to receive your EOB on the same frequency.

### **Will my Care Management change in any way? What about pre-certification requirements?**

No, Care Management programs and pre-certification requirements will remain the same for now; however, there may be some enhancements in 2012.

### **I am scheduled to receive services next week. Do I need to notify my doctor or hospital of any changes?**

No. All operations are business as usual.

### **Will I need to use new claim forms?**

No, not at this time. You will receive notification in advance of any changes.

### **How will my healthcare provider be made aware of this change?**

Our communications team, along with the Network Management Team, will prepare a notification upon final closing. The communication will include details regarding the changes, including ID cards and claims filing, along with other reference information necessary to manage their relationship with HealthSmart.

### **Will I need to access a different website to view my claims history and/or eligibility?**

No. More information will follow as our websites are integrated.